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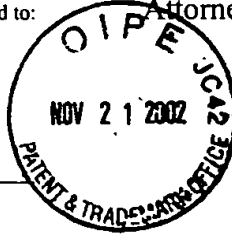
PATENT

Attorney Docket No.: 020342-000900US

Assistant Commissioner for Patents
Washington, D.C. 20231

On

November 15, 2002



TOWNSEND and TOWNSEND and CREW LLP

By:

Kim L. McNeill

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Safwan Shah et al.

Application No.: 09/944,626 -

Filed: August 30, 2001

For: ACTIVE PROFILING SYSTEM
FOR TRACKING AND QUANTIFYING
CUSTOMER CONVERSION
EFFICIENCY

Examiner: Unassigned

Art Unit: 2163

SECOND INFORMATION DISCLOSURE
STATEMENT UNDER 37 CFR §1.97 and
§1.98

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Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:


The references cited on attached form PTO/SB/08A and PTO/SB/08B are being called to the attention of the Examiner. Copies of the references are enclosed. It is respectfully requested that the cited references be expressly considered during the prosecution of this application, and the references be made of record therein and appear among the "references cited" on any patent to issue therefrom.

Also enclosed is a copy of the Search/Examination report corresponding to the PCT application. Copies of references cited in the First Information Disclosure Statement are not included.

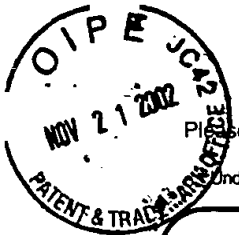
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Applicant believes that no fee is required for submission of this statement. However, if a fee is required, the Commissioner is authorized to deduct such fee from the undersigned's Deposit Account No. 20-1430. Please deduct any additional fees from, or credit any overpayment to, the above-noted Deposit Account.

Respectfully submitted,


Patrick M. Boucher
Reg. No. 44,037

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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/944,626	
	Filing Date	August 30, 2001	
	First Named Inventor	Shah, Safwan	
	Group Art Unit	2163	
	Examiner Name	Unassigned	
Total Number of Pages in This Submission		Attorney Docket Number	020342-000900US

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input checked="" type="checkbox"/> Second Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Assignment Papers (for an Application) <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s)	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Return Postcard Copies of seven (7) cited references
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Firm and Individual name	Townsend and Townsend and Crew LLP Patrick M. Boucher Reg. No. 44,037
Signature	<i>Patrick M. Boucher</i>
Date	November 15, 2002

CERTIFICATE OF MAILING	
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